



New York Relay June 2003 - May 2004

		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
SERVICE COMPLAINTS															
#00	Answer Wait Time	1					1		2	1			2	7	4%
#01	Dial Out Time		1				1	1	2					5	3%
#02	Didn't Follow Database Inst.	1	1		3		2		2			1	4	14	8%
#03	Didn't Follow Cust. Instruct.	1	5	1	1	2	3	4	7	2	4	4	2	36	20%
#04	Didn't Keep Customer Informed	2	3	2			2	3	1	3	1	2	2	21	11%
#05	Agent Disconnected Caller	5	6	3		1		1	3	8	1	2		30	16%
#06	Poor Spelling		1	1	1				2					5	3%
#07	Typing Speed/Accuracy						2	1	1	2	2			8	4%
#08	Poor Voice Tone	1			1					1	1			4	2%
#09	Everything Relayed	1					1							2	1%
#10	HCO Procedures Not Followed													0	0%
#11	VCO Procedures Not Followed	1			1				2				1	5	3%
#12	Two-Line VCO Procedure Not F													0	0%
#13	Background Noise Not Typed													0	0%
#14	Feelings Not Described													0	0%
#15	Recording Feature Not Used													0	0%
#16	Noise in Center													0	0%
#17	Agent Was Rude			1	2				2	5	1	3	1	15	8%
#18	Problem Answer Machine				1									1	1%
#19	Spanish Service													0	0%
#20	Speech to Speech													0	0%
#21	Other Problem Type Complaint	4	10	5	1		1		2	1	1	3	3	31	17%
TOTAL		17	27	13	11	3	13	10	26	23	11	15	15	184	
TECHNICAL COMPLAINTS															
#22	Lost Branding													0	0%
#23	Charged for Local Call													0	0%
#24	Trouble Linking Up	2					2	1			1	3		9	50%
#25	Line Disconnected													0	0%
#26	Garbled Message	1	1											2	11%
#27	Database Not Available													0	0%
#28	Split Screen													0	0%
#29	Other Technical Type Complaint	2	1						1		1	1	1	7	38%
TOTAL		5	2	0	0	0	2	1	1	0	2	4	1	18	
MISC COMPLAINTS															
#30	Rates													0	0%
#31	OSD													0	0%
#32	No 900 Number													0	0%
#33	Carrier of Choice	1										2		3	38%
#34	Network Recording		1			1								2	25%
#35	Other				1					1		1		3	38%
TOTAL		1	1	0	1	1	0	0	0	1	0	3	0	8	
TOTAL CONTACT															
TOTAL CONTACT		23	30	13	12	4	15	11	27	24	13	22	16	210	